

04/04/01

FORM PTO-1082

ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Case Docket No. 0075.0001

April 4, 2001

Express Mail Label No. EL821157442US

Dear Sir:

Transmitted herewith for filing is the patent application of

Inventor(s): A. Lee, P. Hao; H. Hsu; S. E. Sun; and T. Tseng  
For: **METHOD, SYSTEM, AND PROGRAM FOR CUSTOMER SERVICE AND  
SUPPORT MANAGEMENT**
 1c908 U.S. PTO  
 09/26/01  
 04/04/01

Enclosed are:

- ☒ 22 No. of Sheets of Drawings Sheet(s) of drawings ( ☒ Informal ) + 0 extra copies;  
34 pages of Application; 23 pages of specification, 1 page of abstract.  
☒ An assignment of the invention to Alorica Inc. ( ☐ Will follow.)  
☐ An associate power of attorney.  
☐ A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.  
☒ Declaration and Power of Attorney. ( ☐ Will follow.)  
☐ Certified copy of Patent Application No. filed from which priority is claimed under 35 U.S.C. §119.  
☐ IDS enclosed. ☐ with references.

CALCULATION OF FEES						
ITEM		NO. OF CLAIMS FILED MINUS BASE*	NO. OF CLAIMS OVER BASE	X SM/LG ENTITY FEE	\$ AMOUNT	\$ FEE
A	TOTAL CLAIMS FEE	42 - 20* =	22	X \$9 or \$18	\$396	
B	INDEPENDENT CLAIMS FEE**	3 - 3* =	0	X \$40 or \$80	\$0	
C	SUBTOTAL - ADDITIONAL CLAIMS FEE (ADD FINAL COLUMN IN LINES A + B)					396
D	MULTIPLE-DEPENDENT CLAIMS FEE					

Please charge Dep. Acct. No. 50-0585 in the amount of \$0

A copy of this sheet is  
enclosed.

- ☒ A check in the amount of \$ 1,106 to cover the filing fee is enclosed.  
☒ Check for \$ 40 covering the Recordation of Assignment fee enclosed.  
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0585. **A copy of this sheet is enclosed.**  
☒ Any additional filing fees required under 37 CFR 1.16.  
☒ Any patent application processing fees under 37 CFR 1.17.  
☐ The Commissioner is hereby authorized to charge payment of the following fees during the pendency of this application or credit any overpayment to Deposit Account No. 50-0585. **A copy of this sheet is enclosed.**  
☐ Any patent application processing fees under 37 CFR 1.17.  
☐ The issue fee set in 37 CFR 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR 1.311(b).  
☐ Any filing fees under 37 CFR 1.16 for presentation of extra claims.

Respectfully submitted,

Richard K. Yoon  
Registration No. 42,247Direct All Correspondence to:  
Richard K. Yoon  
KONRAD RAYNES & VICTOR LLP  
315 S. Beverly Drive; Suite 210  
Beverly Hills, CA 90212Direct Telephone Calls to:  
  
(310) 556-7983

Express Mail Label No. EL821157442US  
PATENT  
0075.0001



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application for  
A. Lee, P. Hao, H. Hsu, S. E. Sun  
and T. Tseng  
Serial No.: --  
Filed: April 4, 2001  
For: **METHOD, SYSTEM, AND  
PROGRAM FOR CUSTOMER SERVICE  
AND SUPPORT MANAGEMENT**

Examiner: --

Art Unit: --

CERTIFICATE OF MAILING

Assistant Commissioner of Patents  
Washington, D.C. 20231

Dear Sir:

"Express Mail" Label No. EL821157442US

I hereby certify that patent application papers, including specification, claims and 22 sheets of informal drawings are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and is addressed to the Assistant Commissioner of Patents and Trademarks, Washington, D.C. 20231.

April 4, 2001

(Date of Deposit)

Richard Yoon

(Name of person mailing paper or fee)

*Richard Yoon*

(Signature)